

Frequently Asked Questions (FAQs) - Teachers

Enrolling and Grading your students in SERS (Statewide Enrollment Reporting System).

Go to the Tech Prep website at: <http://sers.techprepwa.org> or you can Google tech prep wa,

1. Have your students create their profile.
 - a. They will create a user name and password. It saves time and trouble if they can remember that ~ have them write it down somewhere or save it in their phone as a contact.
 - b. EvCC communicates primarily through email, so have them use an email that they are regularly checking. If students use their high school email, (ie. billsmith@wednet.net), once they leave the high school that email will no longer be valid and they will not receive important information from EvCC. All communications will be via email to the email address on record.
 - c. Gender and race: believe it or not, that information is important to our statisticians, so it helps us out if it is completed.
 - d. Student's social security number will be linked to their EvCC transcript and used as a secondary identifier on their college record. Federal Law prevents the college from using social security numbers as a primary identifier of student records. Our computer servers are secure, and this information is blocked from view to anyone other than the student or college administrators. While collecting this information is not required, it will save time later and will allow students to access their college records online. If students don't know their social security number, they can go back and edit their profile later to include it. Please DO NOT have students guess or use a parent's number.
 - e. Address and phone: self-explanatory, but please make sure it is complete, i.e. house number and street.

- f. Parent Name: you can use one parent's first name on one line and their last name on the second line or in some cases just put one parent's full name on the first line and the other parent's full name on the second line.
- g. Graduation Year: the one in which you are scheduled to graduate.
- h. School District and High School: The current district and school they attend.
- i. Career Cluster: pull from the drop down menu your intended course of study.
- j. Future Plans: pull from the drop down menu your best guess at your plans. It is another thing for our statisticians to get excited about as it helps us in future planning.
- k. Don't forget to click "SUBMIT."
- l. If you have already created a profile and are trying to create another one, you will get this message:

There is already an account in the Tech Prep system with this name and birth date. If you have created a Tech Prep account before, please go back to the previous screen and log in using that account information. If you can't remember your information, the log in page can send it to you through email. If you think this message is in error or you don't have an email address, please contact your local Tech Prep office or your teacher.

2. If your student thinks they have already registered either during a prior year or at another high school, you can search for their record.
 - a. Just go to the SERS home page, log in as you the teacher, then on the left side click "search for students." Maybe a Patricia Smith or Patrick Smith signed in as Pat Smith, so just put in Pa in the Student First Name, and maybe Sm in the Student Last Name, then it will list all students in your district with those letters in their names. You can click "Search Statewide" if your student was in another school district.
 - b. Click on "View" next to their last name and their profile will show up (notice no Social Security Numbers are showing!). After verifying their information, you can tell them their user name.
 - c. If they have forgotten their password, you can click "reset password" and a new password will be sent to the email address that is in their profile.
 - d. If their email address is no longer valid, they can log in to the SERS student webpage with their user name (or tech prep ID if they have

- that), use their birthdate (01/01/1998 complete with slashes) as a password, and they can access their profile that way and update all fields as necessary.
- e. You can also provide your student with their Tech Prep ID number, which they can use to log in.
 - f. **UNDER NO CIRCUMSTANCES** should you advise a student to complete another profile. Only one profile per student! Otherwise credits may not transfer, and the student may jeopardize obtaining college credit and their status in SERS. If you have questions that your CTE director cannot answer, contact us at techprep@everettcc.edu and we can assist.
3. Log into SERS website to verify that your class(es) is/are offered in the SERS system. If you do not locate your class offering, have your CTE director contact techprep@everettcc.edu as soon as possible.
 4. Students who have registered in error: you will need to email the student information (name and birth date) and the incorrect class information to us at techprep@everettcc.edu. Only tech prep staff (not the teacher or district user) can delete those incorrect registrations. Once we have deleted the incorrect registration, we will email you to have your student register in the correct class.
 5. Once the student has registered for your class, it is IMPORTANT that you check your class roster and make sure they have registered properly. Filling out a profile is not the same as registering. Checking your Tech Prep class rosters against your own high school class roster is especially important at grading time. This saves a lot of time and tears later on.
 6. How to assign grades:
 - a. Log in as you the teacher,
 - b. Click on "Class Roster/Assign Grades."
 - c. On the search portion, you don't really have to fill anything; it will just search for the classes you are associated with. So no big worries about this search.
 - d. Once this list(s) appears, it will show your classes and how many students are registered. Click on the class name (not details) and your roster should appear! This is another good time to verify that all students have registered in SERS and for this class.

- e. To grade, just go to the “grade” column, and pull down the grade the student received and their “status” will automatically change. Students only earn college credit when they earn a “B” or better. Those students below a B can have their actual grade entered, or merely “below a B.”
 - f. Some students may be enrolled in classes that have a yearlong component and this class is just a portion of that program. You can enter “not attained” and go back later (in the same academic year) and change that.
 - g. If you think there might be an error or you might have missed someone, click “include graded students” and everyone on your roster that you have already graded will reappear, with the grade you had assigned them.
 - h. If you want a student back to the “in progress” status, just assign them the grade (---) and they will be back in the roster again.
 - i. **DON'T FORGET TO SAVE YOUR CHANGES !!!!**
7. Your Password: when you were signed up in SERS, you were given a User Name and password. Your User Name can not be changed, however you have the ability to change your password. Log into SERS and go to “maintain my account” on the left side, “change password,” then enter your current password followed by your preferred password, and confirm, and **SAVE CHANGES!** If for any reason you have forgotten your password the system will send a new one to you at your email address on file. This is located on your log in page. If you feel your account has been compromised, feel free to change your password as often as you like.

#####